

SafeX

WELCOME

# Coaching Safe Behaviors

December 4, 2019  
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## Objectives



- Identify potential barriers to a culture that values safety
- Coaching approaches
- Responses to unsafe behaviors
- Engaging supervisors and management




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## Safety




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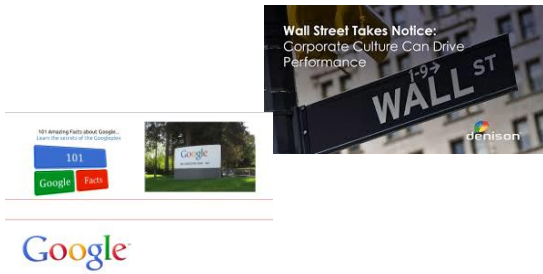
The condition of being protected from or unlikely to cause danger, risk or injury.



Horizontal lines for notes

Culture

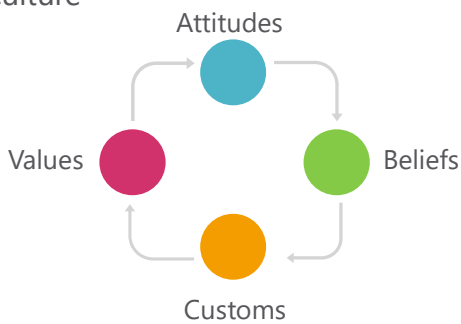
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Horizontal lines for notes

Culture

SafeX



Horizontal lines for notes

SafeX



The condition of being protected from or unlikely to cause danger, risk or injury

A way of thinking, behaving or working that exists in a place or organization



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## Barriers to a Strong Safety Culture

A culture that values safety



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The Power of...



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Avoiding Safety Conversations  
Rationalizing/Excuses



<b>Get It Done</b> Unsafe practices that are justified by meeting deadlines	<b>We Can't Talk About That</b> Unsafe practices that stem from skills deficits that can't be discussed
<b>Just This Once</b> Unsafe practices that are justified as exceptions to the rule	<b>Are You a Team Player?</b> Unsafe practices that are justified for the good of the team, company or customer



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## Coaching Tips

Gallup "The Five Coaching Conversations"  
OSHA Better Safety Conversations

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## Gallup's 5 Coaching Conversations

1. Role and Relationship Orientation
2. Quick Connect
3. Check In
4. Developmental Coaching
5. Progress Reviews




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## Safety Quick Connects Ideas Great for Management Engagement

Walk Around	Why I Care	Feedback
Open ended questions Active listening  <ul style="list-style-type: none"> <li>If you could make one safety improvement, what would it be?</li> <li>What can we do to make this task safer?</li> </ul>	Your elevator speech Short Pointed  <ul style="list-style-type: none"> <li>Your story</li> </ul>	Appreciation  <ul style="list-style-type: none"> <li>I appreciate the way you brought up the safety issues without upsetting the team.</li> <li>Thanks for repairing the equipment so quickly. It shows all of us how important safety is.</li> </ul>




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## Crucial Conversations Many Safety Conversations Just Don't Happen<sup>1</sup>

Stakes Are High	Strong Viewpoints	Highly Emotional
Injury Lives altered Death	Hazard recognition Acceptable risk	People care

<sup>1</sup> OSHA.gov/safeandsound




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### Successful Crucial Conversations



- Workers feel safe expressing view
- Workers know you care about their well being
- Stay calm, rational, open-minded




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### Opening a Conversation



1. I'd like to talk to you about something important....
2. I respect your experience....
3. Can we talk about what I'm seeing....




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### Two Constructive Feedback Methods



#### COIN

- Connect
- Observation
- Impact
- Next Steps

#### ASK TELL ASK

- Ask
- Tell
- Ask




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Initiating Crucial Safety Conversations  
Diffusing Excuses **SafeX**

**Get It Done**

- We deliver a quality product, safely.
- Incident will actually slow output.
- No deadline is worth an injury.

**We Can't Talk About That**

- Perhaps, refresher training would help us do this job better and more safely.
- Is there someone else that has more experience doing this?

**Just This Once**

- It only takes one time to get hurt. Exceptions can become usual.
- Next time you could be unlucky and it will go wrong.

**Are You a Team Player?**

- I think of myself as a team player and I don't want any team member hurt.
- I know your family, I don't want injury to impact your future.




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Tips for Engaging Workers and Teams **SafeX**

- Solicitor has to 'believe'
  - Find and share your motivator
- People generally don't volunteer
  - Church, etc.
- Recruit the informal leaders
- Accept input; avoid contradictions, but..
  - Open ended questions
  - Don't take 'their' monkey
- Provide resources
  - Time and money
- Communicate and communicate
- Personalize the recognition




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What Else is Critical **SafeX**



Communicate and build trust

- Repetitively
- Deliver what you promise
- Develop relationships on a personal level
- Environment is constantly changing
- People forget fast
- Other competing messages
- Invested time and \$ to what you don't want to lose




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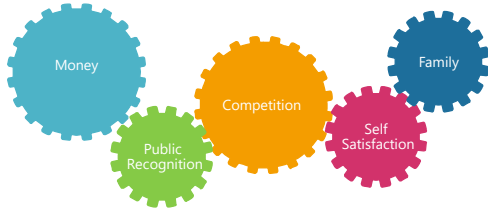
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Communicate in Their Language  
What Motivates You To Do More?




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Questions!




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